My Health eVet Pilot

http://www.health-evet.va.gov/

My HealtheVet is a web-based application that combines essential health record information with online health resources to empower and inform patients, and to enable and encourage patient/clinician collaboration. My HealtheVet is being tested at selected pilot VAMCs, including VISN 2, and experience gained from this pilot is being integrated into the national My HealtheVet product and strategy.

Goal: Continue to expand participation in the pilot to inform national design, participate in Implementation Work Groups and Steering Committee.

Monitor : Number of pilot participants

My Health eVet Initiative Roll Out Phases 1, 2 and 3

http://www.myhealthevet.va.gov/MHV.portal

My HealtheVet creates the foundation to support VHA's long-term strategic direction by giving patients the tools to partner with their caregivers. VHA Vision 2020 establishes a clear mandate for using today's technology to empower veterans with information about their health.
Phase I (Nov 2003): Web Content/Health Education Information
Phase II (Summer 2004): Prescription Refill, Self Entered Data and Metrics, View Co-Pay Balance/Appointments, Delegates
Phase III (Winter 2005): Electronic Health Record

Goal: Successful implementation roll out for all phases of My Health eVet , including communication, marketing, resource management, clinical implications.

Monitor: Web trends and veteran awareness

Medical Center Internet Access Rooms

http://vaww.visn2.med.va.gov/ehealth/docs/internetinitiatives.pdf

An increasing number of online tools and resources are available to veterans, with additional functionality in My Health eVet Phases 2 and 3. Creating a Planetree-friendly onsite internet access room at each facility will ensure that all veterans have equitable access to these resources, as well as the VISN 2 website and associated tools. Potential exists to offer other patient educational modalities and services at these locations.

Goal: Create Veteran Internet Access Rooms at each Medical Center to ensure access to information, tools and resources.

Monitor: Implementation at each site

Emerging Tech and Partnerships

http://vaww.visn2.med.va.gov/ehealth/index.html

Areas of Focus:
- Web Development
- Patient Health Education
- Patient/ Provider Communication
- Health Management
- Electronic Transactions
- National Initiatives
- Collaboration with Care Coordination and Home Care Technologies, Telemedicine

Goal: Utilize technology to enhance the delivery of healthcare services to veterans

Monitor: Track initiatives

MILESTONES

My Health eVet Pilot

30 Days:
- Conduct eHealth Task Force assessment of current issues
- Create action plan to address issues, set timeframes and champions
- Assess current participation and work with sites to set new targets

90 Days:
- Collaborate with COS to customize approach based on MC needs
- Solicit feedback from IDMC, CC, HSC, CS, ACA, Ops Board
- Develop curriculum to provide information to clinical staff
- Solicit feedback from all participants and summarize for national design input

6 months:
- Deliver educational opportunities to clinical community at each site
- Reassess progress and evaluate status of pilot approaching roll out Phase 3

My Health eVet Initiative Roll Out Phases 1, 2 and 3

30 Days:
- Develop communication plan
- All employee communication from Network Director
- Identify key stakeholders and develop and distribute talking points

90 Days:
- Connect with Customer Service Council, ACA Steering HSC and Primary Care Council
- Implement a marketing campaign to promote awareness
- Participate as national faculty for eHealth University
- Deliver training support for Phase 2

6 months:
- Reassess level of awareness and information needs.
- Extend marketing and communication efforts to CBOCs
- Identify crosswalks from pilot end to Phase 3 Roll out.

Medical Center Internet Access Rooms

30 Days:
- Consult with Planetree Coordinator
- Assess feasibility plan for technical details
- Reasses and report current state at each site
- Create a vision

90 Days:
- Partner with Patient Education Council to identify parallel needs and resources
- Define rules of use and requirements analysis
- Create a customized action plan for each site
- Coordinate efforts with site LLC

6 months:
- Ribbon-cutting, Open house, Basic Computer Literacy classes, roll out at Medical Center
- Explore expansion of internet access points to CBOCs

Emerging Tech and Partnerships

30 Days:
- Partner with Care Coordination and Telemedicine to identify common needs and areas of synergy

90 Days:
- Target technology early adopters for focused communication efforts
- Assess home care patients for level of Internet access
- Identify process for identifying new technologies and initiatives to further eHealth
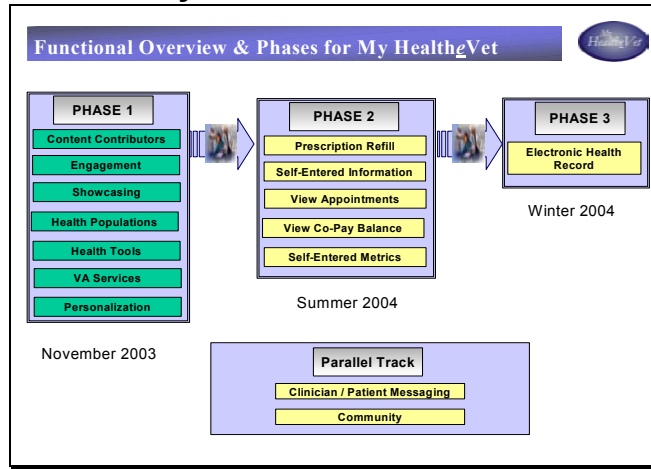
6 months:
- Provide executive briefings to key stakeholders and Leadership
- Strategic planning for next 6 months

Mission: The eHealth Program focuses on the use of technology to enhance the delivery of healthcare services.

Impact of eHealth Program on VISN 2 Critical Success Factors:
- Improved **Quality**: the informed, activated patient in a partnership with the provider, informed decision-making, health and wellness promotion
- Improved **Veteran Satisfaction**: our patients want these types of services and will seek them out, efficiency, convenience, and ease of access to services
- Improved **Access**: rethinking access as more then bricks and mortar, secure clinical messaging reducing unnecessary office visits, case management
- Improved **Patient Growth**: electronic interactivity and services offer a competitive advantage, services (or lack) will influence the health care consumer

My Health eVet Initiative

Functional Overview & Phases for My Health*e*Vet

PHASE 1
Content Contributors
Engagement
Showcasing
Health Populations
Health Tools
VA Services
Personalization

November 2003

PHASE 2
Prescription Refill
Self-Entered Information
View Appointments
View Co-Pay Balance
Self-Entered Metrics

Summer 2004

PHASE 3
Electronic Health Record

Winter 2004

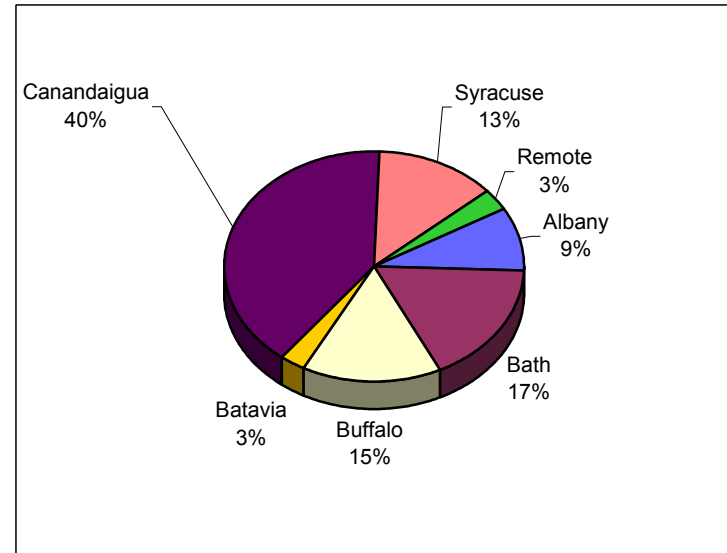| Parallel Track |
|---|
| Clinician / Patient Messaging |
| Community |

"VHA is also leading by example by providing a Web "portal" for patients to better manage their health and health records. Though still in development, VHA's "My HealtheVet" will create an Internet environment to allow patients to find information to answer health questions, alert clinicians to problems, and review their health records. In the future, patients will be able to reorder medications and even schedule appointments online."

"Information technology is at the heart of most changes in VA health care. We use technology to more readily and accurately process clinical and administrative information, to automate processes that were done manually, to deliver care across distances, to train staff and to improve quality and reduce errors."

Robert H. Roswell, MD, Under Secretary for Health
VHA Vision 2020

VISN 2 My Health eVet Pilot, n = 112

Pie chart:
- Canandaigua 40%
- Syracuse 13%
- Remote 3%
- Albany 9%
- Bath 17%
- Buffalo 15%
- Batavia 3%

VISN 2 Pilot Participants:
January 1, 2004: 80
April 1, 2004: 112

Phase 1 Roll Out Statistics:
15,400 Registered Users Nation wide
92% are veterans
4% are care providers
12% are employees
119,000 Visits (average is 4000 per day)

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